



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2706
PHONE: (213) 974-8301 FAX: (213) 626-5427

WENDY L. WATANABE
ACTING AUDITOR-CONTROLLER

ASST. AUDITOR-CONTROLLERS

ROBERT A. DAVIS
JOHN NAIMO
MARIA M. OMS

October 14, 2008

TO: Supervisor Yvonne B. Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe *Wendy L. Watanabe*
Acting Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – HILLSIDES
HOME FOR CHILDREN, INC. - MAIN CAMPUS, ON-CAMPUS
SATELLITE, BOYS SATELLITE AND GIRLS SATELLITE GROUP
HOMES**

We have completed a review of Main Campus, On-Campus Satellite, Boys Satellite and Girls Satellite Group Homes (Group Home or Agency) operated by Hillside Home for Children, Inc. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Main Campus Group Home is a 58-bed facility, which provides care for children ages 11-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Main Campus Group Home was providing services for 27 DCFS children, 18 privately placed children and four Ventura County children.

On-Campus Satellite Group Home is a four-bed facility, which provides care for boys ages 11-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, On-Campus Satellite Group Home was providing services for two DCFS children and two privately placed children.

Boys Satellite and Girls Satellite Group Homes are each six-bed facilities, which provide care for children ages 11-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Boys Satellite Group Home was providing services for six DCFS children and Girls Satellite Group Home was providing services for three DCFS children and two Ventura County children.

Hillsides Home for Children Group Homes are all located in the Fifth District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement except for a few deficient areas. Boys Satellite Group Home needs to remove mildew from the shower in bathroom one. Girls Satellite Group Home needs to repair the exterior window screen and remove mildew from the shower in bathrooms one and three.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

WLW:MMO:DC:CC:asl

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Ted Myers, Chief Deputy Director, DCFS
Susan Kerr, Senior Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Deborah Booth, Chairman of the Board, Hillsides Home for Children
John Hitchcock, Executive Director, Hillsides Home for Children
Public Information Office
Audit Committee

**Hillsides Home for Children Group Home
Main Campus
Pasadena, California 91105
License Number: 191200313
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Main Campus Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Seven

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Seven

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Seven

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Seven

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Seven

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.

**Hillsides Home for Children
On-Campus Satellite
Pasadena, California 91105
License Number: 191801995
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

On-Campus Satellite Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication**Method of assessment – Review of relevant documents****Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

There are no recommendations for this section.

VI. Personal Rights**Method of assessment – Interviews with children****Sample size: Two****Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.

**Hillsides Home for Children
Boys Satellite Home
Altadena, California 91001
License Number: 191200838
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Boys Satellite Home Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, in bathroom one there is mildew in the shower.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

1. Hillsides Home for Children management remove mildew from the shower in bathroom one.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

There are no recommendations for this section.

III. Educational and Emancipation Services**Method of assessment – Review of relevant documents and interviews**

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities**Method of assessment – Review of relevant documents and interviews**

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.

**Hillsides Home for Children
Girls Satellite Home
Pasadena, California 91104
License Number: 191290639
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Girls Satellite Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped. However, there is a bent screen on one of the second floor windows.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, in bathrooms one and three there is mildew in the shower.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Hillsides Home for Children management:

- a. Repair the window screen on the second floor.**
- b. Remove mildew from the shower in bathrooms one and three.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff

supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.



Hillsides

Creating safe places for children

940 AVENUE 54, PASADENA, CALIFORNIA 91105-2711
PHONE: 323.254.2274 FAX: 323.254.0598 WWW.HILLSIDES.ORG

JOHN M. HITCHCOCK, LCSW
EXECUTIVE DIRECTOR
SUSANNE E. CHAMNEY, LCSW
ASSOCIATE EXECUTIVE DIRECTOR
JOHN F. STERNER
CHIEF FINANCIAL OFFICER
NANCY S. GARDN
DIRECTOR OF DEVELOPMENT
LAURA KALSO
DIRECTOR OF COMMUNITY RESOURCES

BOARD OF DIRECTORS
JOHN A. POJA
CHAIR

WILLIAM H. GUNNELL
FIRST VICE CHAIR
CLAYTON E. KILLER
SECOND VICE CHAIR
MARK S. MENDYNS
TREASURER

BRADLEY N. HANSON
SECRETARY

BEN REILING
YOUTH MOVING ON CHAIR

CATHY ARLEY
LINDA BASKLEY
DEBBIE BARNES
DIAGRAM J.S. BOOTH
THE REV. J. JOHN BRUND
JUDITH KENTON BURNHAM
MARGARET CAMPBELL

SUSAN B. CANNON
JENNIFER GARDNER
DONALD R. CLARK
HOWARD DAVIS
MANISHA K. DAVIS
EMMAN GARCIA FLORES, Ed.D.
MARY TEE HAYES

SUSAN HANAU
MICHAEL F. HATCH
DEBBIE HATHAWAY
NELSON A. HOLEO
MARY GRACE KAUFMAN
MICHAEL D. LEROY
JANE MALLORY

HONOR THOMAS MAYER
STEVE MARCUSSEN
ROBERT H. MILES
KARLA OTTEIN
CAROL RABIN
BARBARA ROBINSON
ELITE C. SAGLER
SUSAN SCHAFER

ELIZABETH M. SHOOT, M.D.
GREGG SMITH
LYN SPECTOR
PAUL A. VERT

ELLENATHA W. WALKER
MELINDA M. WINTON
THE REV. GEORGE F. WOODWARD III

HONORARY ADVISORS
BILL BOGARD
MARY BURRO
JACK MARRIS
DAVID HYER PEREZ
DAVID PERRY, M.D.
SPERAN AND MARIE TILLEN
FRANK UDE
COLLEEN WILLIAMS

MEMBERS OF THE
CHURCH WELFARE
LEAGUE OF AMERICA

March 11, 2008

Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple St. Room 410
Los Angeles, CA 90012
FAX 213-345-9020

Attention Candace Rhue, Group Home Audit Supervisor:

RE: Corrective Action Plan for Hillsides,
License # 191200838, Boys Satellite Home and
License # 191290639, Girls Satellite Home

Boys Satellite:

Recommendation: Remove mildew from the shower in Bathroom One at the Boys Satellite Home.

Girls Satellite:

Recommendation: A. Repair bent window screen on the second floor.
B. Remove mildew from the shower in bathrooms One and Three

Corrective Action Plan:

The corrective action plan for these three recommendations is combined because they reflect maintenance and housekeeping issues. Although the overall appearance and upkeep of these two programs was satisfactory or above, described as clean and orderly in the audit, the corrective plan focuses on the specific problems of a bent screen and mildew in three of the showers.

The following immediate steps were taken:

The maintenance staff promptly replaced the bent screen and checked all screens to make sure no others required attention.

Housekeeping staff did an intense cleaning of all showers through both Boys and Girls Satellite to remove any build-up of mildew. A new product focusing on mildew was added to the supply list so that housekeepers have access to a more effective mildew cleanser.



Certified
Association of
Providers for
Children

Monitoring of Maintenance and Housekeeping:

To insure that there was not a recurrence of a similar problem the following actions were taken:

The Director of Operations reviewed and upgraded the schedule for inspection of both Boys and Girls Satellite.

The Director of Operations requires inspections of the two Satellite Homes be conducted by herself or by the Maintenance Foreman no less often than once per month.

A complete inspection will be done monthly utilizing the attached Housekeeping check list. This process will identify any cleaning issues or unreported maintenance problems and will see that those are promptly done.

In addition, The Director of Group Homes designated an internal staff whose assignment is to review once each week all areas within the home to insure that problem areas needing repair or cleaning have been reported. And that reported problems have been resolved. This staff member will, once each week, conduct a walk-through of the house with special attention to the problem of mildew in the showers in addition to all other standards of health and cleanliness. This back-up system will insure that inspections done by the Director of Operations or the Maintenance Foreman have not overlooked any problem area.

Maintenance problems or housekeeping issues can be reported to Maintenance by email or by the attached Request Form which is posted in strategic areas.

This system will be reviewed quarterly by the Associate Executive Director to ensure it's effectiveness.

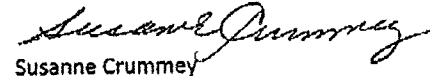
Attached:

Housekeeping Standards

Housekeeping Check List

Housekeeping Assignment

Maintenance Repair Request Form



Susanne Crummey
Associate Executive Director

Phone: 323-254-2274

Fax: 323-254-0872